

RIte Share Member Satisfaction Survey

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April 7, 2004

Results of the RItE Share Member Satisfaction Survey

Background

RItE Share is a premium assistance program that helps families get health insurance coverage through their employer (or spouse's employer). If a family qualifies, RItE Share will pay for all or part of the employee's share of the health insurance premium. RItE Share also pays for co-payments in the employer's health insurance plan.

RItE Share, administered by the Rhode Island Department of Human Services and part of the Medical Assistance Program, was begun in February of 2001. Depending upon income and family size, families with children, children up to age 19, and pregnant women can qualify for the RItE Share Program.

This report presents the results of a brief RItE Share Member Satisfaction Survey conducted in January of 2004. The results are based upon a sample of 201 households, of a potential 1,291 households, enrolled in the RItE Share program for at least 6 months during calendar year 2003. Over 46% of the households surveyed had been enrolled in the RItE Share program for the entire 2003 calendar year. Fifty-six percent of the households had income less than 150% of the federal poverty level and were not required to contribute to the cost of their health insurance; about 32% of the households had income above 150% of poverty level and were required to contribute to the cost of their health insurance.

RESULTS

Overall Satisfaction with the RItE Share Program

Nearly 100% of respondents reported satisfaction with the RItE Share Program. Over 80% reported always being satisfied with the program.

The RItE Share program is very helpful. We've never had a problem.

It's the best. It's helped out so much.

The RItE Share Program has been very good to us.

The program is very good because they take care of all my children and pay when we go to the doctor's.

Enrolling in RItE Share

Over 86% of survey respondents reported that their employer was always helpful when they signed up for the RItE Share program. Only 3.1% of respondents reported their employer never being helpful when they signed up for the program.

Continuity of Medical Care

Over 86% of all survey respondents reported they were able to keep their same doctor when they joined the RItE Share program. Less than 3% of respondents reported not being able to keep their own doctor when they joined RItE Share.

Acceptance of Co-Payments

Whereas 67.5% of survey respondents said they were always able to use their Medical Assistance card to get their co-payments paid for at their doctor's office, 26.5% reported only sometimes being able to get their doctor's offices to accept their Medical Assistance card for their co-payments. Six percent reported they were never able to get their RItE Share co-payments accepted.

Whereas 67.2% of respondents said they were always able to use their Medical Assistance card to get their co-payments paid for at their pharmacy, 24.2% reported only sometimes being able to get their pharmacies to accept their Medical Assistance card for their co-payments. Almost nine percent reported they were never able to get their RItE Share co-payments accepted.

Respondents' abilities to have their Medical Assistance card accepted for their co-payments varied by household income. Households with incomes above 150% of the federal poverty level and required to share the cost of their health insurance, were more likely to have their RItE Share co-payments accepted (Figure1).

Customer Support

With respect to receiving information on the RItE Share program, 73.5% of respondents said the information mailed to them was always easy to understand. For members who had additional informational needs, 67.4% said their employer's health plan was always helpful when they called with a question, 66.5% said the Employer Contact Unit (the ECU) at the Department of Human Services (DHS) was always helpful and 64.6% said the local Department of Human Services offices were always helpful. Respondents' perceptions of the level of helpfulness varied by age (Figure 2).

Figure 1: Ability to have RItE Share Co-payments Accepted at Doctor's Office and Pharmacy by Household Income (Federal Poverty Level)

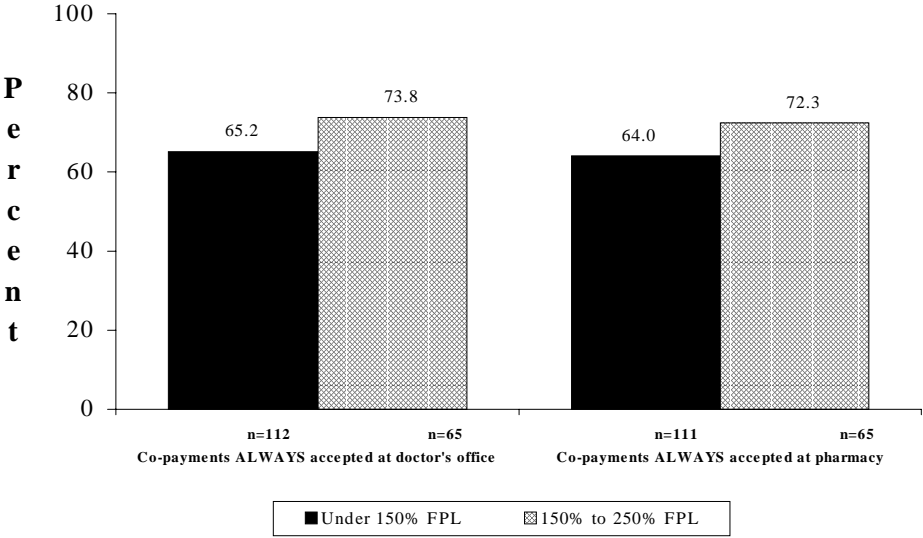
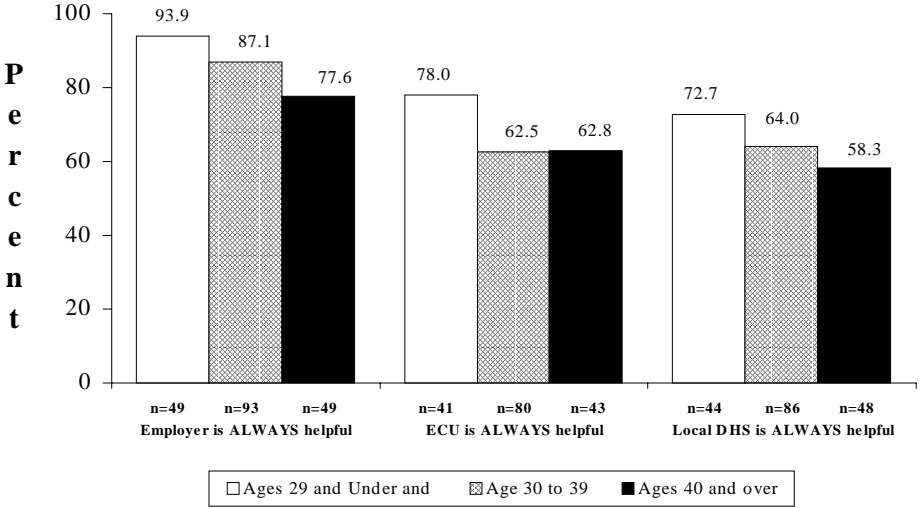


Figure 2: Perception of Helpfulness by Source of Assistance and Age of Member



RIte Share – Snapshot Survey- 1/5/04

*Hello. I'm calling on behalf of your health insurance program, RIte Share. May I talk to the family member who knows the most about your family's health care insurance program. We need your comments to help us improve the RIte Share program. I am going to read you a list of statements about the program. Please tell me if the statement is **always, sometimes or never** true for you and your family members on RIte Share.*

MID # _____

	Always	Sometimes	Never	N/A
1. The information about the RIte Share program that is mailed to you is easy to understand	2	1	0	9
2. The Employer Contact Unit (the ECU) at the Dept. of Human Services is helpful when you call with a question about RIte Share	2	1	0	9
3. When you call your employer's health plan with a question, they are helpful	2	1	0	9
4. Your employer was helpful to you when you signed up for RIte Share	2	1	0	9
5. The staff at your local Department of Human Services office is helpful	2	1	0	9
6. Were you able to keep your same doctor when you joined RIte Share?	2	1	0	9
7. You have been able to use your Medical Assistance card to get your co-payments paid for at your doctor's office	2	1	0	9
8. You have been able to use your Medical Assistance card to get your co-payments paid for at your pharmacy	2	1	0	9
9. Overall, you are satisfied with the RIte Share health insurance program	2	1	0	9

Is there anything else you would like to tell me about the RIte Share program (On back of sheet)?

RITE SHARE ‘SNAPSHOT’ SURVEY
Response Frequencies

	RESPONSE	ALWAYS		SOMETIMES		NEVER	
		#	%	#	%	#	%
Q1. The information about the RItE Share program that is mailed to you is easy to understand.	n=200	147	73.5	48	24.0	5	2.5
Q2. The Employer Contact Unit (the ECU) at the Dept of Human Services is helpful when you call with a question about RItE Share.	n=164	109	66.5	45	27.4	10	6.1
Q3. When you call your employer’s health plan with a question, they are helpful.	n=172	116	67.4	49	28.5	7	4.1
Q4. Your employer was helpful to you when you signed up for RItE Share.	n=191	165	86.4	20	10.5	6	3.1
Q5. The staff at your local Dept of Human Services office is helpful.	n=178	115	64.6	52	29.2	11	6.2
Q6. Were you able to keep your same doctor when you joined RItE Share?	n=200	181	90.5	14	7.0	5	2.5
Q7. You have been able to use your Medical Assistance card to get your co-payments paid for at your doctor’s office.	n=200	135	67.5	53	26.5	12	6.0
Q8. You have been able to use your Medical Assistance card to get your co-payments paid for at your pharmacy.	n=198	133	67.2	48	24.2	17	8.6
Q9. Overall, you are satisfied with the RItE Share health insurance program.	n=201	161	80.1	38	18.9	2	1.0

**COMPARISON OF THE CHARACTERISTICS OF
THE RITE SHARE POPULATION
VERSUS THE RITE SHARE SURVEY RESPONDENTS**

(Households enrolled in RItE Share at least 6 months during calendar year 2003)

	Eligible Population		Survey Respondents	
	#	%	#	%
TOTALS	1,291		201	
AGE				
29 and Under	305	23.7	51	25.4
30 to 39	587	45.5	98	48.8
40 and Over	399	30.9	52	25.9
RACE				
Native American Indian	3	0.2	2	1.0
Asian	40	3.1	2	1.0
Black	131	10.1	25	12.4
Hispanic	342	26.5	21	10.5
White	496	38.4	98	48.8
Unknown	279	21.6	53	26.4
LANGUAGE SPOKEN				
English	1,004	77.8	200	99.5
Spanish	228	17.7	1	0.5
Other	59	4.6	0	0.0
INCOME (FLP)¹				
Less than 150%	798	61.8	113	56.2
150% to 250%	371	28.8	65	32.3
Other (i.e., LT 185 and XMA)	122	9.5	23	11.4
MONTHS ON RITESHARE				
Six to Eleven	694	53.8	108	53.7
Twelve	597	46.2	93	46.2
HEALTH PLAN				
Blue Chip-Coord Health Partners	266	20.6	41	20.4
Healthmate Claims Dept	454	35.2	78	38.8
United Healthcare of NE	351	27.2	52	25.9
Other	220	17.0	30 ²	14.9

¹ There is no cost sharing under 150% of FLP.

² Aetna US Healthcare (1), Anthem Blue Cross (1), Blue Cross of Mass (1), Blue Cross/Blue Shield of RI (7), HMO – Blue of Massachusetts (8), London Health Administrators (1), Tufts Health Plan (1), United Healthcare (10).